

## RECRUITMENT



### CONDUENT BUSINESS SERVICES, LLC East Hartford, CT

- + F/T Transaction Processing Associate III (Job ID#1005424)
- + Call Center Team Lead (Job ID#1005456)
- + Sr. Call Center Representative (Job ID#1005423)
- + F/T QA Auditor (Quality Assurance Auditor) (Job ID#1005421)

**Wednesday, December 21, 2022**

**From 10:00 AM – 1:30 PM**

**East Hartford American Job Center @ Goodwin College  
417 Main Street, East Hartford, CT**

### **JOB INFORMATION AND REQUIREMENTS**

**Transaction Processor Associate III - Job Order # 1005424:** F/T positions available in East Hartford, CT. Reporting to a Transaction Processing Supervisor, the Transaction Processing Associate is responsible to work on various Transaction Processing projects. These projects involve researching, analyzing, and updating consumer information utilizing different systems. Qualified candidates will bring a positive approach to meeting the high demands of a busy work environment. This position will provide open enrollment transaction support.

**Qualifications:**

- Ability to Type at least 40 WPM.
- Ability to organize work, set priorities, remain flexible and adapt to change with a positive approach.
- Proficiency (or ability to be trained) with company standard software and PC systems.

**Hourly rate: \$19.24**

**Experience/ Education:** College Degree and Eligibility Determination/Transaction Processing experience required.

**Call Center Team Lead - Job Order # 1005456:** F/T positions available in East Hartford, CT. Reports directly to a Call Center Supervisor. Provides courteous and accurate one to one telephone contact with consumers, assisting in providing program account information and password reset assistance for the online Consumer Portal. Support the Call Center floor and agents with escalated calls. Acts as a liaison between Supervisors and their respective teams.

**Qualifications:**

- Ability to Type at least 27-30 WPM
- Knowledge and operational experience in Medicaid and/or CHIP programs a plus.
- Proficient in use of personal computer, including MS Office Suite and Avaya telephone system.

**Hourly rate: \$20.17**

**Experience/ Education:** Associates degree from an accredited college or university. Two (2) minimum experience in a healthcare field. Two (2) years minimum experience in call center environment.

**Sr. Call Center Representative - Job Order # 1005423: F/T position available in East Hartford, CT.** As a Sr. Call Center Representative, you will be supporting our customers as a first point of contact and will be assisting in providing program, account information and password reset assistance for the online consumer portal. Use the designated system to document calls, requests, and status information.

**Hourly rate: \$18.25**

**Qualifications:**

- Ability to Type at least 27-30 WPM.
- Must be able to pass a customer service assessment.
- Basic understanding of a call center environment and quality monitoring processes.
- Bilingual capabilities a plus.

**Experience/ Education:** College degree preferred. Experience in government services to consumers, particularly health and human services or an equivalent combination of education and experience preferred. Experience in public sector healthcare, Medicaid and/or CHIP a plus.

**QA Auditor (Quality Assurance Auditor) - Job Order # 1005421: F/T position available in East Hartford, CT.** As a Quality Assurance Specialist - conduct quality reviews of the various functional areas, identify trends or issues that are occurring, always with a focus on continual improvement. Qualified candidates will bring forward innovative strategies for continuous quality improvements.

**Hourly rate: \$20.50**

**Qualifications:**

- Ability to Type at least 30 WPM.
- Ability to use MS Word, MS Excel and MS Outlook required.
- Bi-lingual Preferred.

**Experience/ Education:** Must have a High School Diploma, or equivalent; Associate degree without call center experience. Six (6) months minimum experience in call center/dispatcher experience.

**A data entry and typing assessment is administered at the time of this recruitment for Transaction Processor III, Sr. Call Center Representative, and for QA Auditor (Quality Assurance Auditor). Practicing for this typing assessment is strongly recommended. You can go to [www.typingtest.com](http://www.typingtest.com) for your free practice session.**

## **INTERVIEW PREPARATION INSTRUCTIONS**

❖ Bring Résumé or Outline of Work Experience	❖ Must be at least 18 years of age
❖ Applicant will be subjected to Background Check	❖ Applicant will be subjected to a drug test

For more information visit [www.CTHires.com](http://www.CTHires.com). Click on **Find a Job** then the **Job Number Search** tab. Enter the Job Order Number then click **Search**. (See above for Job ID #)

**If you are interested in attending this recruitment event, you **MUST** be a registered user of CTHires to participate in this event. If you are not registered, please visit [www.CTHires.com](http://www.CTHires.com) to register as an Individual prior to the event.**

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